



Community Relations Service
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Twenty Plus Things Law Enforcement Agencies Can Do to Prevent or Respond to Hate Incidents Against Arab-Americans, Muslims, and Sikhs

Conduct Community Assessments

- Identify potentially vulnerable groups in your city. Determine the most likely sites or locations for incidents. Do an assessment of community tension levels. *CRS can provide specific information on how to establish a Distant Early Warning Signs (DEWS) process.*
- Hold periodic debriefings with command staff on racial and ethnic community tensions.
- Conduct “audits” of the department’s racial tensions and assess how they might affect policing practices.

Review Patrol Practices

- Increase patrol activities, including walking patrols and other community oriented policing practices, in particularly vulnerable communities where harassment or hate incidents might occur.
- Visit schools, work sites, and other public places where harassment or incidents might occur. Show a police presence and direct officers to talk with people about respecting the rights of others and keeping the peace.

Conduct Community Outreach

- Call and meet with community leaders to discuss problems, concerns, and tensions.
- Speak out against hate crimes. Reassure the community. Hold press conferences emphasizing the department’s commitment to investigate vigorously all hate crime and hate incident activity.
- Establish a community task force. Reach out to the community in a proactive manner. Enlist leadership from the widest cross-section of communities.

- Establish police-school task forces on safety and security. *The Community Relations Service offers training programs, including the Student Problem Identification and Resolution Program, which prepare law enforcement agencies to lead police-school problem solving efforts.*
- Arrange direct lines of communication with community leaders (people in neighborhoods to whom other people listen) and in cases where a potentially negative community response is likely (a shooting incident, a high profile crime). Convene meetings with these leaders to explain and clarify police procedures and requirements. Provide non-confidential information to mitigate fears and rumors in the community.
- Consider specific projects (dialogues, forums, rallies, unity celebrations) which give people constructive ways to express concerns. *CRS can provide specific guidance on how to facilitate community dialogues.*
- Prepare yourself for tough questions from the public. Anticipate questions and formulate constructive responses.
- Institute initiatives and partnerships with community-based organizations (rallies, forums, dialogues). *CRS can provide specific guidance on how to conduct a community dialogue.*
- Expand/establish relationships with the local media to facilitate accurate information and safety messages

Conduct Training

- Train staff on the culture, language, and customs of racial and ethnic groups. Use “ethnic experts” to help conduct the training.
- Do roll call training -- 5 to 10 minute presentations on basic information about Islam, Muslims and Sikhs.
- Establish a Speakers Program using experts in cross cultural communications and knowledge of particular racial and ethnic groups to train your employees.
- Establish vehicle “visor cards” for patrol staff which provide basic facts on Islam, Muslims, and Sikhs

Review Departmental Policies and Procedures

- Review departmental policies and protocols on responding to hate crime and hate

incidents. If the department does not have such policies in place, invite a diverse group of officials and civic leaders to help construct them. If the department has policies in place, publicize them widely.

- Have in place a policy and plan for use of interpreters. AT and T has a service if you cannot find local resources (1-800-628-8486).
- Review/revise plans and protocols for responding to major demonstrations and special events. *CRS can provide information on the management of major demonstrations and special events.*
- Establish or expand a Bias Incident Unit or Bias Response Team.
- Review, revise, and/or expand the Department's recruiting efforts among ethnic and racial minorities

Use a Free Federal Resource

- *Contact the Community Relations Service, United States Department of Justice, your free "on-call" resource to help you reduce and resolve community racial and ethnic tensions. See www.usdoj.gov/crs, or call Tim Johnson at (202) 305-2935.*